



Analytical Tools



Analytical Tools Business Goals

- **Tool for SDR Workload Planning & Resolution**
 - **Manage and track open/awaiting disposition SDRs**
 - **Review from various vantage points**
 - Submitter
 - Owner/manager
 - Shipper
 - **Get current status and/or complete history on a particular SDR**
- **Tool to improve future customer support/fewer SDRs**
 - **Perform analysis of past SDRs**
 - Determine bad actors (shippers, customers, items, etc.)
 - Determine remedial actions
 - » Process changes
 - » Technology changes
 - » Training



Analytical Tools Design Goals

- **Functional**
 - **Meet the functional user requirements**
 - **Be user friendly**
 - **Simple - single query choice page to make selections**
 - **Flexible - 10's of thousands of possible reports**
 - **Drill down research capability - cascading reports**
 - **Timely web responses**
 - **Standard output report forms regardless of selections**
 - **Technical**
 - **Flexibility to accommodate future query capabilities**
 - **Dynamic query/standard output views**
 - **Drill down from one report level to another**



Analytical Tools Current Status

- **Composite Report in available to all**
 - **Consolidation of all SDR transactions applicable to the specific SDR**
 - **WebSDR Control Number & Document Number/Suffix driven**
 - **Header data & summary view of each record in chronologic order (most recent at top) with hyperlink to each individual SDR transaction record - quick tool for tracking sequence of events**
 - **Component feedback?**
- **Matrix table build and load complete (April 24, 2009)**
 - **Source data for on-line management reports - extracted as new transactions are processed**
 - **Currently includes 134 data fields to capture latest “status,” dates of various actions, and key data elements to be made available for use in reports**
 - **Does not include every data element on the SDR (no remarks) - balancing act between operational efficiency and potential ad hoc query data needs**
- **Requires additional emphasis on reply data content to adjust customer-provided information when not coded correctly**



Management Report - SDR Status

Selection Screen

[What is WebSDR?](#)

[SDR Resources/Links](#)

[Submit an SDR](#)

[New](#)

[Cancellation](#)

[Update or Correction](#)

[Follow-Up](#)

[Reconsideration](#)

[Supply Source/Shipper Disposition Reply](#)

[Queries](#)

[Agency/Service Research Queries](#)

[Logout](#)

Select Report Type: Summary Report Views

View: Action Activity View

Action Activity: All

Submitter: All

Requisition/Doc No./ Service Code: All

Owner/Manager: All

Shipper: All

Status: All

Date Range:

Submitter Source System:

Document Type Code:

DRMS Document Type: --Not Applicable--

Contract Number:

Dollar Discrepancies:

Material Identification: All

Status based on most recent type of transaction processed, action code in report, and reply code in most recent response:

"Info only" - not identified as open;

Interim replies - not identified as

"Disposition Provided"



Analytical Tools Current Status

- **Live demo**
 - **Components to provide feedback**
- **“Canned” query for transshipper SDRs**
 - **Components to provide feedback**
 - **Components to define additional query requirements**